

SUPPORTING OLDER PEOPLE
IN OUR COMMUNITY

AGE CONCERN

EPSOM & EWELL



Helping Older People Feel Less Alone

Our History

Age Concern Epsom & Ewell is a local independent community charity.

We are focused on empowering older people in the Borough of Epsom & Ewell to live the most fulfilling lives they can and have been doing so since 1947.

We provide many services including Information and Advice, Medical Transport, Social Support and Befriending. None of our services would be possible without our dedicated and wonderful team of staff and volunteers, as well as the support of our local community.



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Our Values

- **Professional** *"It really made me happy to know you are there and care not just for me but for other people on their own"*
Client
- **Passionate** *"I love using my skills to raise money... it feels great."*
Fundraising Volunteer
- **Caring** *"They have given purpose to my day."* Client
- **Collaborative** *"My life has been enriched by the experiences they have shared."* Volunteer Befriender
- **Innovative** *"We work with other local organisations to improve the lives of older people in the borough."* I and A Volunteer

01372 732 456 9:30am - 1:00pm Monday to Friday

Information and Advice

We offer a wide range of confidential advice on issues that affect older people including:

- Benefit Entitlement
- Community Services
- Disability Aids and Equipment
- Moving into Residential Care
- Support Organisations
- Advice for Carers
- Help at Home
- Tradespeople Lists
- Safety and Security
- *Legal and Financial Matters
- Will Writing
- Lasting Power of Attorney
- Leaving a Legacy



*If we are unable to help you directly we will refer you to other appropriate services.

Our Information and Advice desk is open
9:30am-1:00pm Monday-Friday
at the Old Town Hall, Epsom.

This is a drop-in service - appointments are not necessary.
Or you can call directly on **01372 732 456**.

Alternatively, you can email your enquiries to:
info@ageconcernepsom.org.uk

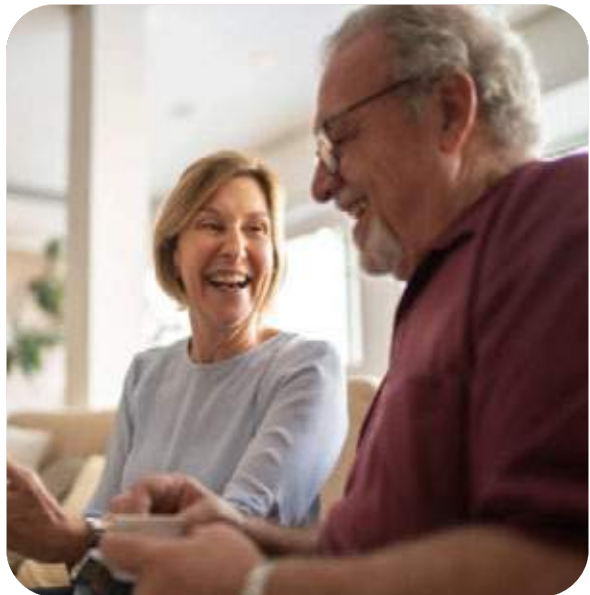
Home Visiting

Our Information and Advice team will discuss your needs and can arrange for our Home Visitor to meet with you at home and help you with applications for benefits such as:

- **Blue Badge applications**
- **Attendance Allowance**
- **Personal Independence Payment and Disability Living Allowance reviews/ upgrades**
- **Pension Credit**
- **Council Tax Benefit**

To help us deliver this service we do charge a reasonable fee where applicable. Full details will be provided during our initial discussion with you.

"She took all the worry away about filling in forms."





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Medical Transport

We provide a service for those who need transport to attend health-related appointments or to visit family or friends in hospital or residential homes. If you are over State Retirement age and live within the borough then our transport scheme may be of interest to you.



*"The service
couldn't be
better"*

There is an annual fee for the service and a small charge made each time the service is used. All parking charges are the clients' responsibility. A friend or family member can accompany the client at no extra charge.

If you would like to register for the Transport Scheme, please call **01372 732 456**.

We are unable to take wheelchairs.

Alternatively, if you think you have what it takes to become a volunteer driver for our Transport Scheme, then please register your interest at:

info@ageconcernepsom.org.uk
or call **01372 732 456**



Social Support

Loneliness and isolation are issues that **Age Concern Epsom & Ewell** has been combatting since 1947.

Did You Know?

- Lonely people are 64% more likely to develop dementia
- 1 million people aged 65+ always or often feel lonely
- Lonely people are more likely to develop heart disease

Befriending Service

Our befriending service supports people living alone in the community and offers a friendly face to look forward to each week. Our Social Support Coordinator carefully matches our clients with our volunteer befrienders.

Befrienders help clients gain the confidence to widen their social circles and can also be a source of information and advice.



“She brightens my whole day.”

Monthly Sunday Tea



Every 2nd Sunday of the month we hold a local Sunday Tea for our clients in the afternoon. We provide a full tea and often entertainment, ranging from guest speakers, singers and music to games such as cards or bingo. There is a small charge to attend. Please let us know if you would like to join us and we will send you further details. Transport is also available by arrangement.



"I get very lonely and love coming to the Sunday teas so that I can talk to people."

Men's Group

The **Age Concern Epsom & Ewell** Men's Group offers a unique opportunity to the older local man for companionship and friendship.

We provide men over retirement age with an opportunity to meet socially, on a monthly basis, to enjoy an activity or pastime.

For enquiries about any of our Social Support services please call
01372 732 456
between
9:30am-1pm Monday-Friday
or email
info@ageconcernepsom.org.uk



IT Support

- Are you frightened of your computer?
- Do you know what an iPad is?
- Do you have a new mobile telephone?
- Do you know how a tablet can change your life?
- Maybe you would like to send an email to a loved one?

We Can Show You How

If you would like help getting to grips with your computer or tablet, one of our IT volunteers can help. All visits take place in your home so that you can learn at your own pace and with your own computer.

"I can now use my computer to talk to my daughter in Australia."



For a donation we can help you with:

- Using email
- Surfing the internet
- Home shopping
- Working with photos
- Setting up a new tablet
- And much more!

We also hold a friendly monthly IT group at the **Age Concern Epsom & Ewell** office which usually runs on the last Tuesday of the month. We talk about various IT related topics and swap ideas and experiences. We kindly ask for a suggested donation of £5 to cover costs.

For more information about our IT support, please call **01372 732 456**.



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01372 741544

www.homeinstead.co.uk/epsom
 Email: simon.burrowes@homeinstead.co.uk

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 215 High Street RH4 1RU

EPSOM 01372 723337
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What Else Do We Offer?

Message in a Bottle – The bottle found in the fridge!

This bottle enables the Emergency Services to find essential information to identify you and advise on any relevant illnesses and medication, should you suffer an accident or sudden illness in your home. Complete the form, which is in the bottle, pop it back in and place the bottle in your fridge door.

Age Concern Epsom & Ewell has a supply of bottles at our offices in the The Old Town Hall, The Parade, Epsom, KT18 5AG. Do come and pick one up between 9.30am - 1pm Monday to Friday.

An advertisement for Wheel Freedom's Surrey's Leading Mobility Showroom. The background shows a showroom filled with various mobility aids like wheelchairs, scooters, and powerchairs. The text is overlaid on the image.

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DIY Help

- Our DIY volunteers can do small jobs e.g. putting up shelves or fixing curtain rails, for a small donation.

Local Professionals and Tradespeople

- We hold lists of local tradespeople and professionals such as hairdressers, decorators, gardeners, local doctors and solicitors.

Smoke Alarms

- Referral to the Fire Service for a FREE fire safety check and smoke alarm.

Information Sheets

- We have compiled information on local services including social clubs and centres, exercise activities, mental health, dementia support and shopping.

Useful Guides

- We hold a wide and varied selection of useful guides, ranging from 'Adapting Your Home', 'Caring For Someone With Dementia', 'Your Hospital Stay' and 'LGBT+'.

Hearing Aid Batteries

We provide **FREE** NHS hearing aid batteries.

To request these please call **01372 732 456** or visit us in The Old Town Hall.



Volunteering

Why Volunteer For Us?

Volunteering is a great way to meet people and to support your local community. It can also boost your own happiness and wellbeing.

- Are you over 18?
- Do you enjoy the company of older people?
- Do you live or work locally?
- Do you want to get involved in something rewarding and worthwhile?

If so, we may have just the role for you.



"I love to use my spare time to help such a focused charity."

"I find nothing more satisfying than seeing a lonely face brighten up when I visit. An hour's visit (or longer if wished) once a week is a big improvement to someone who is on their own at home."

How you can Volunteer

We have a range of volunteering positions, whether it's involvement at a one-off event or a weekly commitment to our clients. Our Volunteers Coordinator will ensure you have all the training and support you need.

Our volunteer roles include:

- **Volunteer Befriender**
- **Volunteer Driver**
- **IT or DIY Support Volunteer**
- **Office Support (keeping databases up to date, helping with the transport desk, general administration)**
- **Support for one-off events (helping at a fundraising event or promotional activity)**

**Call our friendly Volunteers Coordinator to
see which role is right for you.
01372 732 458**



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Why We Need Your Support

Age Concern Epsom & Ewell's mission is to provide a range of services for older people that improves their lives and enables them to be socially active and independent. We receive no statutory funding and rely on donations and legacies to sustain our services.

Throughout the year we organise some great events. These can range from entertainment such as quiz nights and concerts to charity dinners.

To be kept updated please visit our website www.ageconcernepsom.org.uk where you can sign up for our latest newsletter.

*"Alone we can do so little,
together we can do so much"*



How You Can Help

If you have decided you would like to start fundraising for **Age Concern Epsom & Ewell**, we would be delighted to hear from you and we have a few great ideas to get you started:

- Take part in a challenge event - Snowdonia Trek, Marathon, Skydive, etc
- Hold a coffee morning
- Host a quiz night in your local area
- Get baking and hold a bake-off event
- Sponsored events - sponsored silence, sponsored walks etc
- Get involved in our knitting and crafting campaigns
- Sign up for our monthly lottery and help us to spread the word

Whichever way you wish to get involved, we will support you all the way and we will happily share your **Age Concern Epsom & Ewell** fundraising stories online.

We can be found on Facebook, Instagram and Twitter, our handle **@ageconcernepsom** and a 'like' and a 'share' go a long way in helping us to reach a wider audience.

How Your Donations Help

- £20** covers the monthly ongoing costs of supporting one of our wonderful volunteer befrienders
- £50** is how much it costs to run our Information & Advice desk every weekday morning
- £150** is how much it costs to sponsor one of our monthly Sunday Tea events



"I donate a little each month in thanks for the invaluable help that my Dad received. This way I can be assured that it's there for other Dads."

Join our monthly lottery

Our Lottery Club is a fabulous fundraising activity. For as little as £2 per month you can support the work of **Age Concern Epsom & Ewell** and have the opportunity to win one of 3 cash prizes every month.

40% of all money raised is paid out in prizes and 60% supports the work in our community.

To find out more please email:
info@ageconcernepsom.org.uk
or call **01372 732 451**.



Become a Corporate Sponsor

Our existing business supporters assist us in many ways, whether it be through donations, help at events, social media support or volunteering.

We aim to work with more local organisations that support our mission and values moving forward. If you are part of a local organisation and would like to know more about how to get involved with **Age Concern Epsom & Ewell** please call **01372 732 451**.

"We have a strong sense of corporate social responsibility and feel that is a positive experience for us and gives something back to the community."
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HELP US TO KEEP HELPING OTHERS?

For a charity like Age Concern Epsom & Ewell, leaving a legacy as a gift in a Will can really make an impact in our local community.

There are three ways you can leave a gift to us in your Will:

- **Leaving a share or all of your estate**
- **Leaving a specific sum of money**
- **Leaving an item**

For further details please talk to your solicitor or contact our Information and Advice Team on 01372 732 456 or visit us at our Age Concern Epsom & Ewell Office, The Old Town Hall, The Parade, Epsom, KT18 5AG

E: info@ageconcernepsom.org.uk, www.ageconcernepsom.org.uk

Registered Charity No: 113965



**Age Concern Epsom & Ewell
The Old Town Hall
The Parade
Epsom
KT18 5AG**



@ageconcernepsom

You can find information on all our services
at: **www.ageconcernepsom.org.uk**

If you would like to speak to us please call:

01372 732 456 9:30am - 1:00pm Monday to Friday
Email: info@ageconcernepsom.org.uk